

# **Design Event**

**Decentralized Staffing**

# Strategic Plan

## **STRATEGIC PLAN GOAL #2**

- Utilize the concepts of PCC (Person Centered Care) to design and execute a model for the Iowa Veterans Home which embraces life and supports individuality.

# Objective #1

- Design and execute a decentralized staffing model. The Dack building will trial new model.
- Action Step 1
  - Design event (Kaizen) and pilot on scheduling
  - August 2008, begin pilot October 2008

# Team Members

Jim Scott, Consultant

Mike Rohlf, Department of Management

Denise Balot, AA, Nursing

Marci Tucker D3 2-10 RN

Sharon Newberg 4S 6-2 RTW

Julie Flege Sheeler/Loftus LPN 6-2

Patty Gibson, D3, RTW

Julie Avis NOF 2-10 RTW

Tina Miller NOF 2-10 LPN

Annie Husak, Recreation Therapist

Dave Ralston, Security

Tedra Henze, Social Worker

Roger Henze, Plumber, Maintenance

Jane Linnenbrink, Dietitian

Lynne Pothast, LPN, AFSCME

Aaron Polley, NS2, Staffing, Nursing

Candy Hunt, D4, NS2

Ann Hogle, Performance Improvement

Rosemary Rigsby, Performance Improvement

# Purpose

Make the Journey from  
an institutional setting  
to a household setting  
by identifying the work, relationships,  
service and support  
to create a world class household.

# Objectives

- Develop a prototype to reflect reality of the households.
- Develop a flexible and adaptable staffing plan for a household/ pavilion and existing units.
- Identify how to cover employee leave time (vacation, sick, FMLA).
- Re-define work roles inside households.
- Prepare staff to work in a household.

# Objectives, (continued)

- Define the culture for the households and pavilion.
- Implement the new culture in the prototype
- Identify training needs for implementation of the new households
- Define the hiring process in the new culture.
- Cross-training.
- Create an environment that allows professional growth and happy workforce that operates like a team.



# Goals

- Decrease in number of medications each resident takes.
- Create an environment that increases resident satisfaction (as measured through the Quality of Life survey).
- Create an environment that increases staff satisfaction (as measured through employee survey results).
- Decrease staff call-ins.
- Increase staff vacation requests granted.



# Site Visits

# SWOT Analysis

- Strengths
- Weaknesses
- Opportunities
- Threats

# Trends

- Group identified many upcoming trends and discussed the impact those trends could have on IVH and the outside world.
- Group Described their vision of the ideal IVH.
- Group developed 7 steps to implement each section of their vision of ideal IVH.

# Brainstorm

- The “what” our vision looks like
- Identify “how” we get to the vision
  - 7 ways to implement each idea

# Impact / Difficulty Matrix

- De-selection process some of the steps by plotting them on the Impact / Difficulty Matrix.
- The group focused on the steps remaining in the “Sweet Spot” of the Matrix.
- Those steps were sub-divided into 5 Main Criteria.

# 5 Groups

■ Those 5 main criteria were:

1. Quality of Life
2. Staffing
3. Education
4. Services
5. Marketing

# “How to Make it Happen”

- Details that support implementation of each of the 5 criteria.
- The plans included “who” would do “what”.
- Timeframes...



# Gaps

- Brainstorm the gaps to implementation

# Prototype

- Where

- Who

# Homework

#	Problem	Action	Who	When	Expected Results
1					
2					
3					
4					

# Homework

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